ITIL V4 Foundation - sample questions quiz 02

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Source:	DataSource
Language:	English
Topic:	ITIL
SubTopic:	Quiz
Last Edit By:	DochyJP
LastEdit:	2021-04-14
Document type:	Training
Status:	Active
Access:	free

Point added for a correct answer: 1

Points for an incorrect answer: 0

Ignore the questions' coefficients: ☐

Shuffle questions

1 Which service management dimension is focused on activities and how these are coordinated?

◉

○ Value streams and processes
○ Organizations and people
○ Information and technology
○ Partners and suppliers

2 Which is a purpose of the ‘service desk’ practice?

◉

○ To set clear business-based targets for service performance
○ To capture demand for incident resolution and service requests
○ To maximize the number of successful IT changes by ensuring risks are properly assessed
○ To reduce the likelihood and impact of incidents by identifying actual and potential causes of incidents

3 Which value chain activity creates service components?

◉

○ Obtain/build
○ Improve
○ Deliver and support
○ Engage

4 Which describes the principle ‘think and work holistically’?

◉

○ Reviewing service management practices and removing any unnecessary complexity
○ Conducting a review of existing service management practices and decide what to keep and what to discard
○ Using the four dimensions of service management to ensure coordination of all aspects of an improvement initiative
○ Reviewing how an improvement initiative can be organized into smaller, manageable sections that can be completed in a timely manner

5 What is the purpose of ‘supplier management’?

◉

○ To ensure that the organization's suppliers and their performance are managed appropriately at strategic and tactical levels through coordinated marketing, selling and delivery activities
○ To ensure that accurate and reliable information about the configuration of supplier's services is available when and where it is needed
○ To align the organization's practices and services with changing business needs through the ongoing identification and improvement of services
○ To ensure that the organization's suppliers and their performance are managed appropriately to support the provision of seamless, quality products and services

6 Which practice is responsible for moving components to live environments?

◉

○ Deployment management
○ IT asset management
○ Release management
○ Change enablement

7 Which ITIL concept describes governance ?

◉

○ The four dimensions of service management
○ The service value system
○ The seven guiding principles
○ The service value chain

8 Which practice provides a single point of contact for users?

◉

○ Change enablement
○ Incident management
○ Service request management
○ Service desk

9

◉

○ 1 and 4
○ 3 and 4
○ 2 and 3
○ 1 and 2

10 What is the definition of an event?

◉

○ The ability of an IT service or other configuration item to perform its agreed function when required
○ Any change of state that has significance for the management of a configuration item or IT service
○ Any valuable component that can contribute to delivery of an IT product or service
○ Any component that needs to be managed in order to deliver an IT service

11 What is a standard change?

◉

○ A change that is assessed, authorized and scheduled as part of ‘continual improvement’
○ A change that doesn't need risk assessment because it is required to resolve an incident
○ A change that needs to be assessed, authorized, and scheduled by a change authority

○ A change that doesn't need risk assessment because the procedure has been pre-authorized

12 Which describes the nature of the guiding principles?

◉

○ Guiding principles describe the processes that all organizations must adopt
○ An organization will select one of the principles to adopt
○ A guiding principle can guide an organization in all circumstances
○ Each guiding principle mandates specific actions and decisions

13 How does ‘service request management’ contribute to ‘obtain/build’ value chain activity?

◉

○ It collects user-specific requirements, sets expectations and provides status updates
○ It ensures users continue to be productive when they need assistance from the service provider
○ It acquires pre-approved service components to help fulfil service requests
○ It analyzes data to identify opportunities to provide new service request options

14 Which is a key consideration for the guiding principle ‘keep it simple and practical’?

◉

○ Try to create a solution for every exception
○ Start with a complex solution, then simplify
○ Understand how each element contributes to value creation
○ Ignore conflicting objectives of different stakeholders

15 Which value chain activity includes negotiation of contracts and agreements with suppliers and partners?

◉

○ Deliver and support
○ Design and transition
○ Engage
○ Obtain/build

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